

The Pipeline

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Why are Tom Griffin (left) and Elizabeth Browning (below) kissing this goat? See the March of Dimes story on page 2.



Firm To Assess Security

Security Consultants Group (SCG), Inc. from Oak Ridge, Tenn., has been contracted to conduct a security and emergency response assessment of the Human Resources and Health Services Buildings.



Joe Rodriguez, senior security specialist and owner of SCG; Bob Murawski, senior emergency management specialist, and Danny Grace, senior health and safety specialist, have surveyed several employees and managers. A draft report is expected from SCG by the end of May. The report will provide information needed to begin security and emergency management measures for the protection of employees and visitors to the CHR Complex.

SCG has provided federal, state, and local security and emergency services for nine years. SCG also provides the armed guard services for the General Services Administration (Federal Buildings, Social Security Offices, and other federal facilities) throughout Kentucky and supported FEMA (Federal Emergency Management Administration) in floods during 1997 and 1998.

SCG representatives will continue to visit the Human Resources Complex throughout the project. If you have any questions, please call Bart Bolin, CHS safety manager, at 564-6631. You may also send him e-mail.

Hay Study on Pay and Classification Available

Information prepared by the Personnel Cabinet on *The HAY Study* should have been distributed to all state employees with the May 15 paychecks. If you did not receive the information, you may access it from the Personnel Cabinet's web site at www.state.ky.us/agencies/personnel/pershome.

The HAY Study, a study on how state employees are classified and paid, was conducted by the HAY Management Group in cooperation with the Personnel Cabinet.

Presentations on the study, including opportunities for public comment, will be made at various sites across the state beginning May 25. Presentations are scheduled in Frankfort June 23-24, 5:30-7:30 p.m., at the State Office Building, first floor auditorium.

The Personnel Cabinet is requesting comments and suggestions from employees on the study's recommendations. Comments may be directed to Personnel by phone at 800-471-1753, or by e-mail at www.state.ky.us/agencies/personnel/pershome. Comments and suggestions may also be made at a presentation or mailed to:

Personnel Cabinet
200 Fair Oaks Lane, 5th Floor
Frankfort, Kentucky 40601



Personnel will keep employees updated on the status of the study through the *Commonwealth Communiqué* newsletter and their Web site.

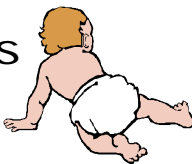
Customer Service Appreciation

(internally celebrating 1 year of CFC restructuring)

Is Coming in June

Kissing 'Kids' for Kids

Goat-kissing joined more conventional events such as shoe sales, food festivals, and walk sponsorships as the Cabinet for Health Services raised money for this year's March of Dimes WalkAmerica. The walk itself was held May 21 at the Capitol Annex. Nearly \$100 came from the "kiss a goat" contest for CHS supervisors. When their staffs tied in raising money, Elizabeth Browning and Tom Griffin split the prize and each kissed Grant the Goat. Grant had no comment.



CHS has already raised \$1,400 of its \$1,500 goal. Special recognition goes to the Vital Statistics Branch, Division of Epidemiology of the Department for Public Health, for raising almost \$700.

An important partnership exists between the March of Dimes Birth Defects Foundation and the Adult and Child Health Division of the Department for Public Health. Their missions are the same – reducing infant mortality and birth defects, and increasing immunizations for children – in short, healthier moms and babies!

MARS to Open Resource Center

By Barbara Rutledge, CHS - OPS



Effective June 7, the Customer Resource Center will be available to provide a central source of assistance for MARS, as well as other Simplified Administrative Services Projects. The center will include a Help Desk, as well as Continuous Improvement and Training areas. A part of the Finance and Administration, the center will be available to all agencies.

Mike Burnside, formerly Executive Director of Financial and Administrative Services in the Revenue Cabinet, has been named Executive Director of the center. Larry Clarke, Implementation Manager on the MARS project, will serve as the center's Agency Support Branch Manager.

Some important facts about Customer Resource Center:

- The center will have a toll-free number effective June 7.
- With 26 lines available, a "real person" will almost always answer your calls! If all lines are busy, you will receive a voice message and your call will be answered in the order received.
- You will also be able to contact the center via e-mail and direct on-line inquiries.
- Agencies will be given read access to the help desk database. With read access, you can learn whether a similar problem has been encountered before, and what the solution was.
- Twelve staff members are on board with the center.
- The MARS Central team will continue to provide MARS training through December. After that, the center will offer regularly scheduled classes on a permanent basis.

Sick Leave Needs

Susie Miller, an employee of CFC's Community Based Services in Fulton, needs donated sick leave. She has been on medical leave for back surgery since January. To donate time, contact Gary Brooks at (270)472-1638.

Ruth Wilhoite, an employee of CFC Family Support, also had back surgery and will be on leave for eight - nine months. To donate time, contact Charlene Nation at (502)564-7770.

Ruth Willard of CHS Division of Laboratory Services is in the hospital with bilateral pneumonia. To donate time, contact Regina Hutcherson at (502)564-4446.

Donna Aldridge of the Division of Laboratory Services in the Dept. for Public Health is currently on extended sick leave after having surgery. Contact Regina Hutcherson at (502)564-4446 to donate time.

CHS Countdown to SFY '99 Closeout Begins

As of May 25, Only 25 Business Days Remain Until Fiscal Year Ends

By Barbara Rutledge, CHS - OPS



Mental Health & Mental Retardation Facilities:

- Please insure that all required signatures are obtained before mailing documents to Finance. Failure to obtain these signatures results in Finance rejecting the documents back to the Financial Management and Reporting Branch, who in turn must return them to the facilities for obtaining the required signatures.

All CHS Agencies:

- Ensure that proper signature is on all documents before they leave your office.
- Please conduct a 6-week ordering assessment to insure that all orders can be processed by June 30.

Pipeline, a weekly newsletter for employees of the Cabinets for Families and Children and Health Services, welcomes reader comments and contributions. Items for *Pipeline* are due by 4:30 p.m. each Tuesday. Items for intercom announcements are due by 4:30 p.m. each Monday. Call (502) 564-6786 or send information to Patricia Boler at Patricia.Boler@mail.state.ky.us

Editor's Note:
Today's Pipeline introduces you to a new, regular feature called "Techno Talk

Translated." The column will be written – in language you can understand – by staff of the Office of Technology Services, to keep you informed about the many important technological changes affecting your job. Future installments of this column will focus on new computers, Year 2000, the TWIST program and other issues. We also will use this space to answer your general-interest questions about your office computer and other technology. If you have a question, click here: [CFC Techno Talk](#)

Want to know about computers?

Who ya gonna call? OTS!

By Christopher Smith, CFC - OTS

If you use a computer – and if you don't now, you will soon – you will come into contact with the Office of Technology Services (OTS).

OTS staff plan for the Cabinet's future technology needs and oversee the computers and their support systems currently in use. The office is in charge of implementing Electronic Benefits Transfer, the state's conversion from paper food stamps (and eventually other public assistance) to an electronic card. OTS also has a key role in implementing Simplified Access to Commonwealth Services, the EMPOWER Kentucky initiative to make it easier for needy Kentucky families to connect to state services.

OTS also is rolling out thousands of new personal computers to staff over the next few weeks. Moreover, we are playing a big role in the introduction of MARS – a new computer system to improve many of state government's administrative processes. And we are working hard, along with many other offices, to try to make sure computer problems don't overwhelm us on Jan. 1, 2000 – the much-discussed "Y2K." (Each of these topics and many others will be addressed in future editions of "Techno Talk Translated.")

The Office of Technology Services has two divisions:

- Technical Support provides management and support of computer desktops and server equipment, voice communications, and network support. This division also handles CFC computer service requests.
- Systems Support maintains and supports computer security, help desks, and production services, and includes the User Services Branch, TWIST, and KAMES sections.

Staff providing these services range from Data Entry Operators to Production Specialists to Network Analysts. Although we have many duties and responsibilities, we strive to deliver the best quality service and the best technology CFC can obtain.



Central Office Notes and Activities

- **Kentucky's primary election day is May 25** and employees will be granted four hours leave to vote. Also, **Memorial Day will be observed on Monday, May 31.** State offices will be closed on this day.
- **Vision 2000 will meet** Wednesday, May 26, at 8:30 a.m. in the cafeteria. This will be a working session for "Customer Service Appreciation Week." **Committee members are asked to attend.**
- **Renovation of third floor center is complete.** Contractors will be setting up the barrier wall and **starting renovation** of the **third floor West** end the week of May 24. **This is the final phase of the renovation work being done in this complex.**
- **Customer Service Appreciation** (internally celebrating 1 year of CFC restructuring) **coming soon to CFC.** Watch the Pipeline for further details.
- **CFC Employees of the Month** were announced **Monday, May 24.** Look for details in **the next issue of the Pipeline.**
- The **aerobics program** gets a workout every Tuesday and Thursday at 5 p.m. in the cafeteria. Call Beth Bates at 564-7718 for more information.
- It's the time of year for a good **spring cleaning** in the CHR Building. **Mark any excess boxes or general junk as "trash,"** and those items will be removed from the building. **Refrain from stacking boxes on top of cabinets.** For the sprinkler system to perform correctly, it is necessary to **keep a minimum of 18" clearance below the ceiling.** We all want to have a safer, cleaner and healthier work environment.

HEALTH SERVICES TRAINING REMINDER

CHS-MARS TIMEKEEPER TRAINING
HEALTH SERVICES AUDITORIUM
MAY 27, 1999
1:30 P.M. TO 3:30 P.M.

IF YOU HAVE QUESTIONS, CALL:
KATHY CONWAY (502) 564-9234 OR
ANNA FITZGERALD (502) 564-2157